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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10536118-5805

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: Upload to VOQ 10536118
Date: Wednesday, September 04, 2013 9:25:45 AM

-----Original Message-----

From: Chan, Steve (NHTSA)
Sent: Tuesday, September 03, 2013 5:35 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Upload to VOQ 10536118

-----Original Message-----

From: [REDACTED]
Sent: Sunday, September 01, 2013 9:53 PM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA; ref: 2006 Kia Sedona Control Arm

mr chan

sending you the pix of control arm

no prior warning of failure, found out when i asked the oil change tech to give the front end a look-over
kia requested the part back, sent out before i got your e-mail sent to kia motors 111 peters canyon rd
irvine ca 92606 attn: jeannie kia stated they will advise about the left side after a review of the right
side piece

the cracks that were seen the bottom of the control arm do not compare to what was found after
viewing the top of control arm after it was dropped down any other info needed please contact thank
you [REDACTED]

----- Steve.Chan@dot.gov wrote:

> Dear [REDACTED]
>
> Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:
>
> "DURING ROUTINE OIL CHANGE AT A LOCAL SHOP, MAJOR CRACKS WERE FOUND IN RIGHT FRONT
LOWER CONTROL ARM. WENT IMMEDIATELY TO KIA DEALER FOR FURTHER INSPECTION AND WAS
TOLD THAT CRACKS WERE SO BAD AND REMAINING METAL SO THIN "AVOID DRIVING, ANY
POTHOLE OR BUMPS".
> NO KIA WARRANTY AT ALL, TOOK 5 DAYS FOR PARTS AND \$500.00 FOR REPAIR.
> NOTE: VEHICLE HAD A FRONT END ALIGNMENT AT A KIA DEALER SHIP 5 MONTHS PREVIOUS AND
THERE WERE NO DEFECTS LISTED. THERE WERE NO WARNING SIGNS THAT THIS FAILURE WAS
OCCURRING AND SHOULD BE CONSIDERED FOR IMMEDIATE RECALL TO AVOID FAILURE AT
HIGHWAY SPEEDS. ALL PARTS IN QUESTION HAVE BEEN RETAINED FOR REVIEW."
>
> To help us evaluate the matter, please email me a copy of the repair invoice and any pictures you
might have taken of the cracked control arm. If you don't need the old parts, could we send you a
postage-free self-addressed stamp for you to ship them here?
>
> Did you notice any steering problem or unusual noises before discovering that the control arm was
cracked? What about the condition of the left front control arm?
>
> Thank you.
>
> Steve Chan

- > Safety Defects Engineer
- > Office of Defects Investigation /NHTSA

